

2002 MONTHLY REPORT

PROGRAM

Motor Vehicle Division

SUBPROGRAM/AREA

Motor Vehicle Support Services / Executive Hearing Office

AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.
MVD/PROGRAM GOAL	3	To regulate and license the motoring public and partners in support of safe travel and consumer protection.
SUBPROGRAM OBJECTIVE	1	For FY 2002, maintain an average 48.2 day turnaround time for DUI-related administrative law hearings.

Type	PERFORMANCE MEASURES	FY 2001	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2002	FY 2002 Estimate
IP	Number of new DUI-related cases	7,806	631	663	598	712	640	743	946	709	585	738	669	596	8,230	8,380
H	Number of DUI-related cases closed	7,952	587	672	650	755	643	556	772	783	838	859	745	705	8,565	8,270
EF	For closed cases: average days from Hearing Request to Scheduled Hearing (STAGE 1)	5.4	4.54	5.04	5.46	6.83	4.90	5.53	5.45	6.81	7.83	5.44	4.58	5.18	5.70	5.4
EF	For closed cases: average days from Scheduled Hearing to Held Hearing (STAGE 2)	35.0	31.40	34.31	33.44	28.37	27.44	28.64	29.93	29.08	29.45	30.32	31.68	28.13	30.16	39.0
EF	For closed cases: average days from Held Hearing to Decision & Order (STAGE 3)	2.0	1.59	2.86	2.76	2.47	4.19	1.51	2.60	2.65	2.43	0.81	1.01	3.46	2.34	2.0
EF	For closed cases: average days from Decision & Order to Decision Mailed (STAGE 4)	1.8	1.10	1.67	1.23	1.07	1.05	0.98	1.33	1.20	1.06	1.06	1.08	0.83	1.14	1.8
EF	Total average days to process Hearings	44.2	38.6	43.9	42.9	38.7	37.6	36.7	39.3	39.7	40.8	37.6	38.4	37.6	39.3	48.2
H	Number of cases closed within 75 days	7,078	540	596	587	701	583	525	723	720	773	802	694	648	7,892	7318
OC	Percent of DUI-related cases closed within 75 days	89.0%	92.0%	88.7%	90.3%	92.8%	90.7%	94.4%	93.7%	92.0%	92.2%	93.4%	93.2%	91.9%	92.1%	88.5%
OP	Number of reset hearings	806	84	105	88	87	74	69	60	74	93	139	155	130	1,158	846

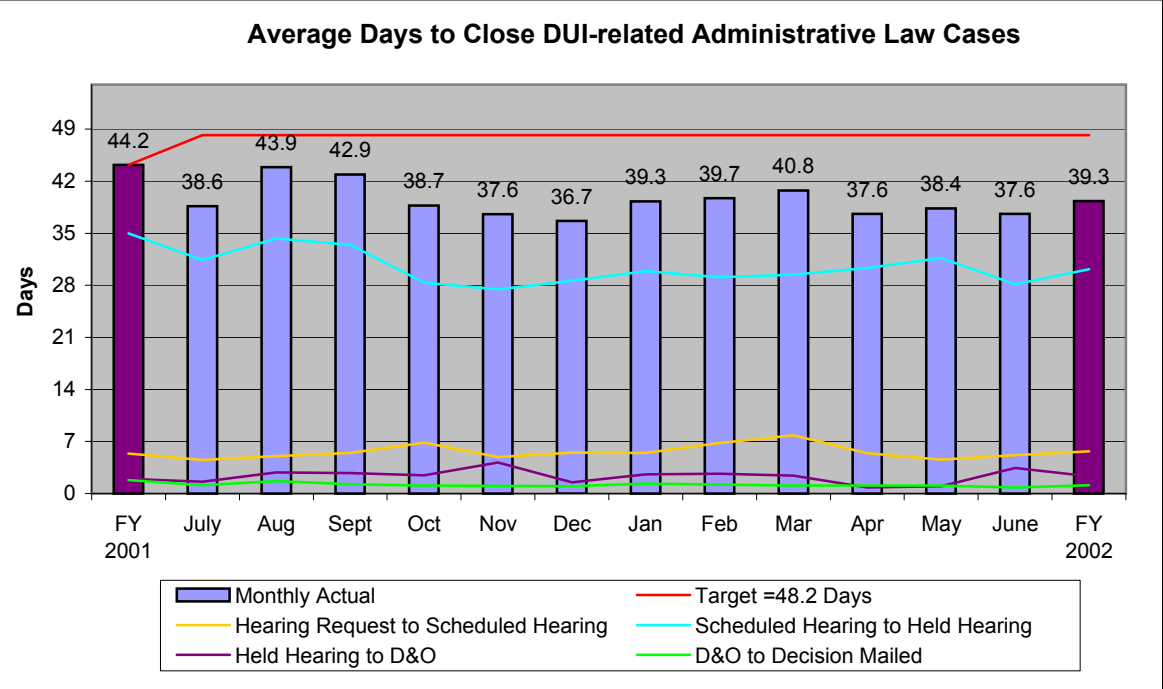
VARIANCE STATEMENT

JULY through NOVEMBER: In July and August, the variances in overall processing time were not significant. There was a significant decrease in incoming matters (new cases) in September, which resulted in a decrease in the scheduling time (Stage 2) for October. In October, incoming matters increased significantly; however, there was no corresponding increase in scheduling time in November as might otherwise be expected. This may be explained by the fact that the short lull in incoming matters during September allowed the backlog to be eliminated. In November, the advisement time (Stage 3) increased significantly, which can be attributed to the hearing officer that does the majority of the remote site hearings (road trips). His base of operations was relocated from Flagstaff to Bullhead City, which caused some delay in the process of delivering decisions via email to the main office.

APRIL: Stage 3, which reflects the time between the hearing and signing of the order, decreased 67% in April and contributed greatly to improving performance from what was noted in March. Prior to April, a rural area Administrative Law Judge had moved his headquarters, creating a significant backlog of cases, which has since been corrected.

MAY: Hearing requests, driven primarily by the number of DUI arrests made, were down in May. While the number of requests was not nearly a record low for the year, the reduction was enough to allow the office to get caught up.

JUNE: The only significant variance was in stage 3. This increase was due to a large number of hearings pending decision from Bullhead City. That increase was counterbalanced by slight decreases in stages 2 and 4.



NOTES

The primary factor driving incoming business is the number of DUI Arrests made by law enforcement. The secondary factor is the relative number of those arrestees requesting a hearing. Arrests have a tendency to surge when DUI task forces make a concerted push. Surges in incoming requests have a tendency to create an increase in numbers at each successive stage of progress through the hearing process.

ProLaw programming changes took effect in November, which allowed for more accurate tracking of database timeframes. The December report, therefore, reflects changes in counts from July through November than what was previously reported.

In December, the scheduling of cases was delayed one week due to difficulties in coordinating schedules between the Hearing Office, petitioners, counsel, and police officers. Subsequently, this delay increased the number of carryover cases in January requiring scheduling. It is possible that the impact of this delay will be felt in February.

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Motor Vehicle Support Services / Executive Hearing Office

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MVD/PROGRAM GOAL	3	To regulate and license the motoring public and partners in support of safe travel and consumer protection.
SUBPROGRAM OBJECTIVE	2	For FY 2002, maintain an average 48.7-day turnaround time for all administrative law hearings.

Type	PERFORMANCE MEASURES	FY 2001	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2002	FY 2002 Estimate
IP	Number of new cases	10,165	819	888	806	938	839	936	1,205	974	792	1,015	864	847	10,923	10,883
OP	Number of cases closed	10,355	771	858	863	983	854	696	1,000	1,015	1,077	1,148	970	951	11,186	10,769
EF	For closed cases: average days from Hearing Request to Scheduled Hearing (STAGE 1)	5.5	4.23	4.66	4.97	6.30	4.44	5.13	5.04	6.09	7.15	5.10	4.25	4.95	5.19	5.5
EF	For closed cases: average days from Scheduled Hearing to Held Hearing (STAGE 2)	35.0	30.80	33.33	32.67	28.16	27.24	28.49	30.02	28.69	28.80	30.68	31.13	28.20	29.84	39.1
EF	For closed cases: average days from Held Hearing to Decision & Order (STAGE 3)	2.3	1.94	2.88	3.40	2.61	4.85	2.21	2.89	3.58	2.75	1.07	1.07	3.81	2.73	2.3
EF	For closed cases: average days from Decision & Order to Decision Mailed (STAGE 4)	1.8	1.15	1.72	0.96	1.09	1.05	1.19	1.38	1.24	1.17	1.04	1.11	0.80	1.16	1.8
EF	Total average days to process Hearings	44.6	38.1	42.6	42.0	38.2	37.6	37.0	39.3	39.6	39.9	37.9	37.6	37.8	38.9	48.7
EF	Number of cases closed within 75 days	9,272	713	776	788	917	784	656	940	936	1,003	1,085	912	876	10,386	9,584
OC	Percent of cases closed within 75 days	89.5%	92.5%	90.4%	91.3%	93.3%	91.8%	94.3%	94.0%	92.2%	93.1%	94.5%	94.0%	92.1%	92.8%	89.0%
QL	Number of Hearing Office decisions upheld on appeal / Number of Hearing Office decisions appealed that were decided	97/107	9/11	6/6	8/9	8/8	2/3	9/11	7/7	7/7	6/7	11/13	9/11	9/9	91/102	109/120
OP	Number of reset hearings	1,150	94	116	98	99	84	77	67	85	99	145	165	145	1,274	1,288

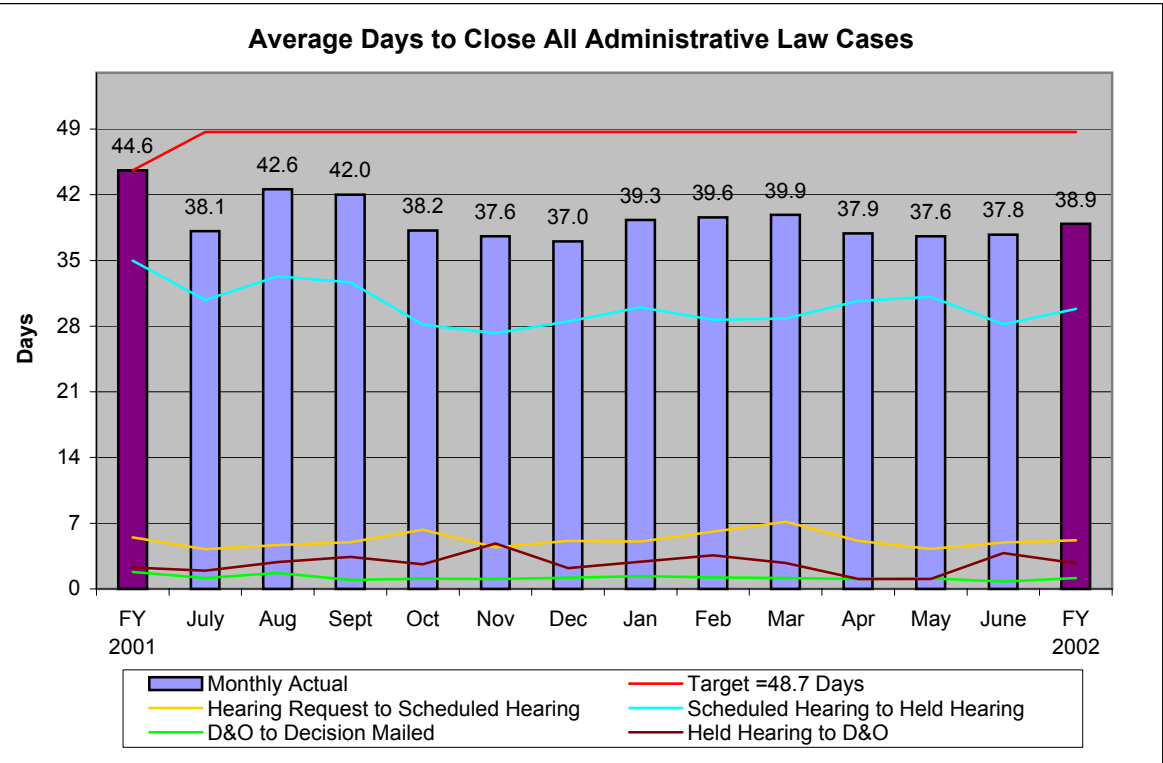
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SUBPROGRAM/AREA

Motor Vehicle Support Services /Executive Services Group

AGENCY GOAL	4	To optimize the use of all resources.
MVD/PROGRAM GOAL	4	To promote safety in the workplace.
AGENCY and MVD/PROGRAM OBJECTIVE	1	For Calendar Year 2002, reduce the Injury Incidence Rate to 3.44 per 100 employees.

Type	PERFORMANCE MEASURES	CY 2001	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	CY 2002	CY 2002 Estimate
QL	Injury Incidence Rate (per 100 employees)	3.62	0.91	4.91	0.80	9.71	3.67	5.00							4.17	3.44
QL	Lost Work Day Rate (per 100 employees)	8.0	0.00	0.00	0.00	13.75	15.75	27.48							10.12	8.0
OC	Number of reportable injuries	57	1	6	1	12	7	6							33	54
OC	Lost work days due to injury	128	0	0	0	17	30	33							80	121

VARIANCE STATEMENT

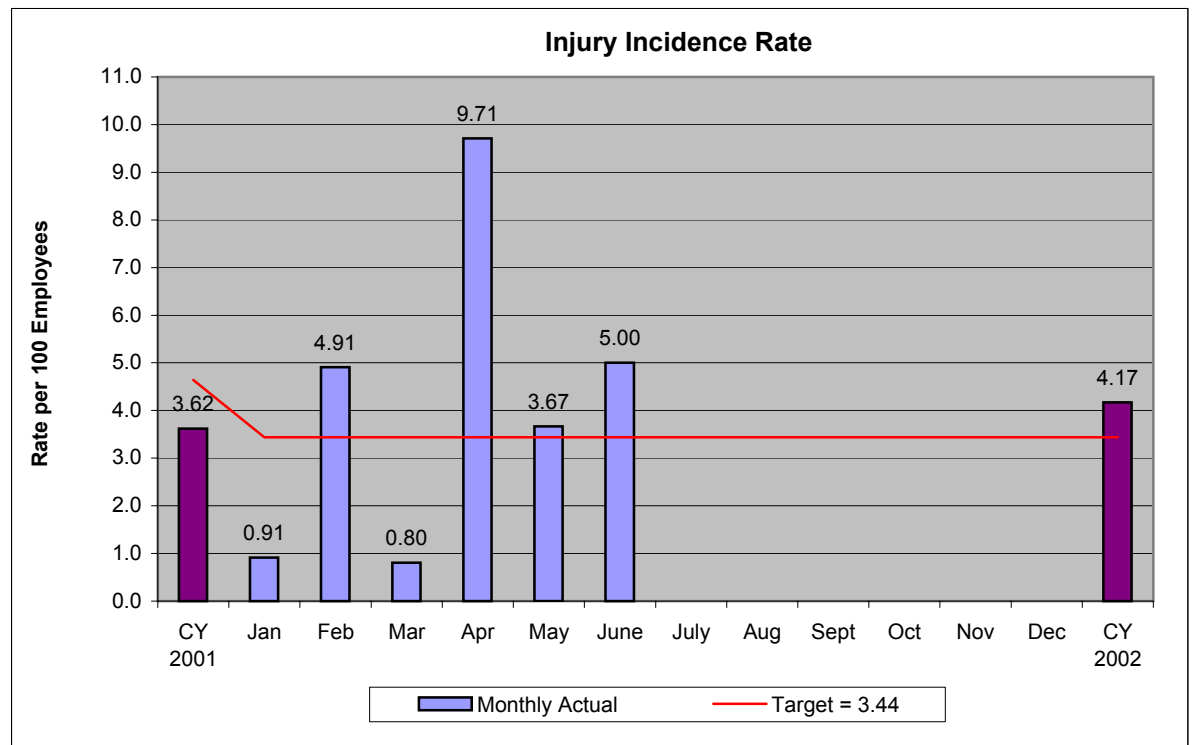
INJURY TYPES	CY 2000	CY 2001	CY 2002
Multiple & Torso	29.1%	29.3%	9.1%
Back	12.7%	15.5%	27.3%
Hand & Fingers	22.8%	15.5%	24.2%
Knee & Leg	10.1%	24.1%	15.2%
Ankle & Foot	7.6%	5.2%	6.1%
Arm & Elbow	10.1%	5.2%	3.0%
Eyes	1.3%	1.7%	6.1%
Neck & Head	6.3%	1.7%	9.1%

NOTES

Previously reported incidence rates may be changed due to late reported accidents or reported accidents that are later proved to be outside of the work environment and deducted from the count.

ADOT Supervisor Training in Accident Reduction Techniques (START) began April 2000. (START is an employee safety education program designed to increase employee safety awareness, with the intent of decreasing preventable injuries.)

While the START safety training is intended to influence employee actions in general, MVD will continue to monitor injury trends within reported categories to determine specific training to help further reduce injuries.



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SUBPROGRAM/AREA

Motor Vehicle Support Services / Director's Office

AGENCY GOAL	5	To improve public and political support necessary to meet Arizona's transportation needs.
MVD/PROGRAM GOAL	7	To successfully address constituent needs.
MVD/PROGRAM OBJECTIVE	1	For FY 2002, ensure that 99% of all written constituent inquiries received are responded to within 10 business days.

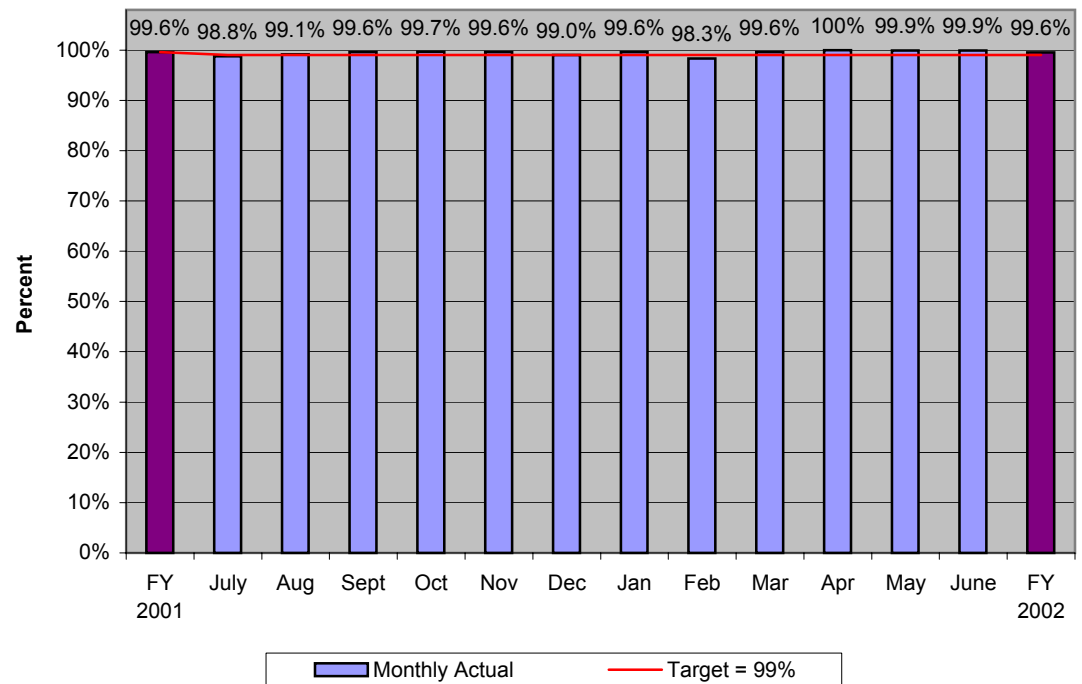
Type	PERFORMANCE MEASURES	FY 2001	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2002	FY 2002 Estimate
IP	Number of written constituent inquiries received	41,978	2,408	2,397	2,231	4,803	2,003	1,831	1,769	2,056	5,301	5,219	5,232	5,131	40,381	67,000
OP	Number of written constituent inquiries responded to within 10 business days	41,820	2,378	2,376	2,222	4,787	1,995	1,813	1,762	2,021	5,279	5,217	5,228	5,126	40,204	66,330
EF	Percent of written constituent inquiries responded to within 10 business days	99.6%	98.8%	99.1%	99.6%	99.7%	99.6%	99.0%	99.6%	98.3%	99.6%	100%	99.9%	99.9%	99.6%	99%

VARIANCE STATEMENT

JULY through JUNE: No variance statement offered.

NOTES

Written Constituent Inquiries Responded To Within 10 Business Days



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SUBPROGRAM/AREA

Motor Vehicle Support Services / Director's Office

AGENCY GOAL	5	To improve public and political support necessary to meet Arizona's transportation needs.
MVD/PROGRAM GOAL	7	To successfully address constituent needs.
MVD/PROGRAM OBJECTIVE	2	For FY 2002, ensure that 99% of all constituent inquiries received via the Internet are responded to within 10 business days.

Type	PERFORMANCE MEASURES	FY 2001	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2002	FY 2002 Estimate
IP	Number of constituent inquiries received via the Internet	28,629	2,400	2,544	2,690	2,212	2,517	2,835	3,777	3,462	3,482	3,085	3,077	3,142	35,223	32,074
OP	Number of constituent inquiries received via the Internet responded to within 10 business days	28,406	2,400	2,379	2,690	2,135	2,517	2,781	3,189	3,462	3,102	2,771	2,996	3,142	33,564	31,753
EF	Percent of constituent inquiries received via the Internet responded to within 10 business days	99.2%	100%	94%	100%	97%	100%	98%	84%	100%	89%	90%	97%	100%	95.3%	99%

VARIANCE STATEMENT

JANUARY: Several factors impacted the decrease percentage of the Internet response time: an increase of over 900 more Internet inquiries relating to Plate and Fee to Owner, January 15th renewals sent out late, assessed penalty fees, and a delay in inquiries received from ADOT's Information Office. However, over 3,000 Internet inquiries were answered within the 10 day target--the highest performance demonstrated to date.

FEBRUARY: Internet inquiry responses return to 100% due to normalization of transmissions.

MARCH: The response percentage decrease from February's performance due to the volume of Internet inquiries and less time dedicated to responses.

APRIL: Though inquiries responded to within 10 days increased by 1% over March, high volumes of registration renewal inquiries around the 15th and 30th of each month continue to be experienced, thereby delaying responses.

MAY: It appears that responses required less research time than what is typically experienced.

JUNE: Internet inquiries were at 100% for the first time in four months. The time required for research seems to be decreasing, even with an increase in inquiries.

NOTES

Internet Constituent Inquiries Responded To Within 10 Business Days

